CHAPTER 1: INTRODUCTION

OVERVIEW

Nintendo is committed to providing outstanding after-the-sale product support. Our goal with this program is to make it both cost-effective and efficient for the Nintendo Authorized Service Center℠ to provide service to our mutual customers.

PROGRAM ELEMENTS

Nintendo Entertainment System® (NES®/NESN®)

- Non-warranty sale of system accessesories
- Minor part replacement (72 pin connector)

Game Boy® pocket, Game Boy® Color, and Game Boy® Advance

- Complete unit exchange with like color only (i.e., red for red, green for green, etc.)
- Limited Editions, factory repair only (i.e., Gold, Ice Blue, Tommy Hilfiger)

Super NES® (SNES®/SNN®)

- Non-warranty sale of system accessories
- This is a non-repairable item. Please refer the consumer to retail outleta for replacement.

Nintendo 64®

- Warranty replacement or non-warranty sale of system accessories
- Complete unit exchange only.

Nintendo® GameCube

- Warranty replacement or non-warranty sale of system accessories
- Complete unit exchange with like color only (i.e., jet for jet, indigo for indigo, etc.)

Nintendo® GameCube Game Discs

- Warranty and non-warranty replacement for titles published by Nintendo (first party titles) only.
- Complete unit exchange with same game title only

Nintendo manufactured Game Paks and Non-System Components

- Selected accessories may be sold
- Game Pak cleaning

Products not mentioned in this manual may not be eligible for Field Service repairs. Call Nintendo Customer Service at **1-800-255-3700** to set up a Repair Authorization on behalf of the customer.

NINTENDO SUPPORT

Nintendo provides its Authorized Service Centers with premier support.

SiRAS™/1-800-255-3788

Available 24 hours a day, 7 days a week. Use this number to verify the warranty status of Nintendo hardware and system accessories using the serial number of the hardware unit. Accessories included with the hardware purchase are covered with the hardware limited warranty. Verification faxes are not provided.

Administrative and Technical Support/1-800-447-8373

Hours of operation are Monday - Friday from 6:00a.m. to 4:00p.m. (Pacific Time). Field Service Administrators are available to assist the Authorized Servicer with questions and claim inquiries.

Credit Department/1-800-633-3236 Ext. 2181 or fax to 425-882-3585 (ATTN: Field Service Credit Analyst)

Hours of operation are Monday - Friday from 8:00a.m. to 5:00p.m. (Pacific Time). A credit analyst is available to assist the authorized servicer with account balance inquiries and reconciliation.

Part Orders/Fax: 1-800-447-8362

Available 24 hours a day, seven days a week. Use this number to place all Part Order and Return Authorization requests. Nintendo will confirm all orders via fax by the next business day.

Parts Support/1-800-531-4048

Hours of operation are Monday - Friday from 7:00a.m. to 5:00p.m. (Pacific Time). Nintendo parts specialists are available for order inquiries and parts information.

Advertising and Promotions/1-800-447-8373

Hours of operation are Monday - Friday from 6:00a.m. to 3:00p.m. (Pacific Time). Nintendo provides assistance with advertising and promotional campaigns. Use this number to coordinate the use of Nintendo matching funds as outlined in the Advertising and Promotions Manual (found on the Authorized Service Center CD). All advertising and promotional activities must be pre-approved by Nintendo to qualify for reimbursement.

Nintendo Consumer Service Hotline/1-800-255-3700

Hours of operation are Monday - Saturday 6:00a.m. to 9:00p.m., and Sunday 6:00a.m. to 7:00p.m. (Pacific Time). Consumers calling the Nintendo Customer Service Hotline with hardware repair or accessory needs will be referred to their closest Authorized Service Center.

LICENSEE PRODUCTS

The Nintendo Authorized Service Center service program applies to products manufactured directly by Nintendo of America Inc. only. It does not apply to licensed products.

Licensed products may be identified by a licensee name and/or logo printed on the packaging of the product. Look for the Official Nintendo Seal of Quality®. Licensed game paks and accessories are also identified by the phrase "Licensed by Nintendo."

Nintendo Authorized Service Centers[sm] interested in providing repair service for licensed products should contact the licensee directly. Contact the Consumer Service Department (**1-800-255-3700**) for Licensee phone numbers, or access this information on the Nintendo Field Service web site at, http://service.nintendo.com/links.htm.

NON-LICENSED PRODUCTS

The Nintendo Authorized Service Center service program *does not* apply to non-licensed hardware, Game Paks or accessories. Furthermore, use of such products with any Nintendo product may void the Nintendo limited warranty.

RETAILER STOCK REPAIR

Product received by an Authorized Servicer from a Retailer to be repaired as "Retailer Stock" or "Store Stock" shall not be covered under warranty, unless otherwise agreed or directed by Nintendo. The Retailer must comply with Nintendo's standard Retailer Returns Policy. If a Retailer sends a customer's product to an Authorized Servicer or its own Repair Center for warranty service to be returned to the store for customer pick up, the Retailer must provide the Authorized Servicer or its own Repair Center with all the consumer information (i.e., first and last name, address, phone, city, state, and zip code) necessary to file a warranty claim in accordance with the requirements stated in the Claim Form Procedures (page 17). This information must accompany each warranty claim submitted to Nintendo for payment. If the requested information is not received, the warranty claim will be rejected.

SOURCING PARTS

A Nintendo Authorized Service Center wishing to source service parts/components other than through Nintendo must obtain prior written approval from Nintendo.

REPORTS

Nintendo provides the Nintendo Authorized Service Center with reports twice a month of claims activity. Warranty claims are paid/credited on the second and fourth Wednesdays of each month. Authorized Servicers are encouraged to review these reports and direct all questions and comments to the Field Service Administrator (**1-800-447-8373**) Monday-Friday 6:00a.m. to 4:00p.m. (Pacific Time).

Paid Claims Statement (page 4)

This report summarizes all warranty claims paid since the previous reporting period. Any discrepancies *must* be cleared within 60 days of the report date. If there are any questions regarding paid claims, Authorized Servicers should contact their Field Service Administrator.

Report of Claims With Errors (page 5)

This report lists claims with errors. The error status can be due to a variety of reasons, from an incorrect address, missing dates, or part numbers not being included on the claim form, etc. The error status is generated automatically by the computer system and must be cleared before the claim can be paid. *To avoid claims being in an error status, double check claims for accuracy before they are submitted* (refer to Claim Form Procedures, Page 1-6). Contact your Field Service Administrator to resolve errors immediately.

Report of Claims Rejected (page 6)

This report lists claims rejected for payment, either automatically by the computer system or manually by an Administrator or Regional Manager. A brief explanation of why the claim was rejected will appear on the report. Contact a Field Service Administrator immediately at 1-800-447-8373, Monday - Friday 6:00a.m. to 4:00p.m. (Pacific Time), for more information on why the claim was rejected. Adjustments to warranty claims *must* be made within 60 days of the date the claim was received by Nintendo. Please allow sufficient time to process the inquiry and make any corrections.

PAID CLAIMS STATEMENT (SAMPLE)

(1) DATE: 2/13/96 4:12 PM — Nintendo of America — PAID CLAIMS STATEMENT — PAGE 1 — VENDOR COPY SC615R1

(2) Adjustments to paid claims must be made within 60 days of this report.
This report, along with the Claims With Errors, Rejected Claims, And Held Claims reports, represent all warranty claims received as of 2/12/96

(3) SERVICE CENTER: 7115001 - BOB'S ELECTRONIC SERVICE — (4) VENDOR ACCOUNT: 100001 - BOB'S ELECTRONIC SERVICE

(5) CLAIM#	(6)	(7) MODEL	(8) PURCHASE DATE	(9) SERVICE REQUEST DATE	(10) DATE RECEIVED	(11) MFG CODE	(12) QTY	(13) PART #	(14) PARTS	(15) PAYMENTS LABOR	(16) TOTAL	(17) EXPLANATION
SERVICE CENTER:		7115001 - BOB'S ELECTRONIC SERVICE							VENDOR ACCOUNT:		100001 - BOB'S ELECTRONIC SERVICE	
R76679Z-9	NEW	34299	0/00/00	2/28/00	1/13/96		1	35429	31.75	27.50	58.75	

(18) TOTAL PAYMENTS FOR: BOB'S ELECTRONIC SERVICE 58.75

1. Date and time report was compiled and printed.
2. Adjustments must be made within **60 days** of report date.
3. Service Center number assigned by Nintendo. Must appear on all claim forms.
4. Vendor number assigned by Nintendo and appears on Service Center checks.
5. Claim number received from Service Center.
6. "NEW" indicates this is the first time the claim has been on a report. Blank space indicates claim had been listed on a previous report (claims with errors, claims rejected).
7. Hardware or accessory component number.
8. Date of purchase or serial number registration date obtained from the VRU.
9. Date service requested by customer.
10. Date the claim was received at Nintendo.
11. Not applicable.
12. Quantity of part(s) used.
13. Part numbers used to repair component.
14. Net part cost plus part margin.
15. Warranty labor plus warranty handling payment.

16. Total parts and labor payment per claim for Service Center location.
17. Not applicable.
18. Total amount paid to Service Center for claims submitted for this payment period. If multiple locations, each location will be on an individual/separate Paid Claims Statement.

REPORT OF CLAIMS WITH ERRORS (SAMPLE)

(1) DATE: 2/13/96 4:12 PM — Nintendo of America — REPORT OF CLAIMS WITH ERRORS — PAGE 1 — VENDOR COPY SC615R1

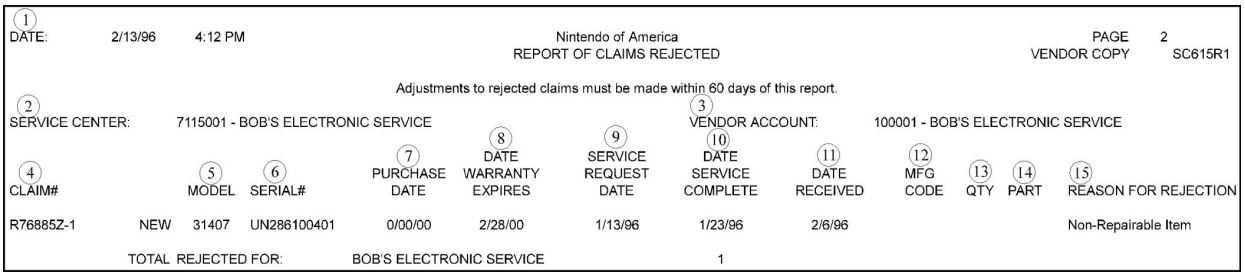
(2) SERVICE CENTER: 7115001 - BOB'S ELECTRONIC SERVICE — (3) VENDOR ACCOUNT: 100001 - BOB'S ELECTRONIC SERVICE

(4) CLAIM#	(5) MODEL	(6) SERIAL#	(7) PURCHASE DATE	(8) DATE WARRANTY EXPIRES	(9) SERVICE REQUEST DATE	(10) DATE SERVICE COMPLETE	(11) DATE RECEIVED	(12) MFG CODE	(13) LAST ERROR MAILED	(14)
NOA136297	25473		10/9/95	1/7/96	11/18/95	10/22/95	10/8/95		0/00/00	IMMEDIATE RESPONSE REQUIRED
NOA136299		UN11757306	1/1/95	4/1/95	11/30/95	12/10/95	1/18/96		0/00/00	

TOTAL WITH ERRORS FOR: BOB'S ELECTRONIC SERVICE 2

1. Date and time report was compiled and printed.
2. Authorized Service Center number assigned by Nintendo.
3. Vendor number assigned by Nintendo which appears on Authorized Service Center Checks.
4. Claim number received from Authorized Service Center.
5. Hardware or accessory component number.
6. Serial number found on hardware.
7. Date of purchase or serial number registration date obtained from the VRU.
8. Date warranty expires (90/180 days from date of purchase).
9. Date service requested by customer.
10. Date service completed.
11. Date the claim was received at Nintendo.
12. Not applicable.
13. Not applicable.
14. Reject code.

REPORT OF CLAIMS REJECTED (SAMPLE)



(1) DATE: 2/13/96 4:12 PM — Nintendo of America — REPORT OF CLAIMS REJECTED — PAGE 2 — VENDOR COPY SC615R1

Adjustments to rejected claims must be made within 60 days of this report.

(2) SERVICE CENTER: 7115001 - BOB'S ELECTRONIC SERVICE — (3) VENDOR ACCOUNT: 100001 - BOB'S ELECTRONIC SERVICE

(4) CLAIM#		(5) MODEL	(6) SERIAL#	(7) PURCHASE DATE	(8) DATE WARRANTY EXPIRES	(9) SERVICE REQUEST DATE	(10) DATE SERVICE COMPLETE	(11) DATE RECEIVED	(12) MFG CODE	(13) QTY	(14) PART	(15) REASON FOR REJECTION
R76885Z-1	NEW	31407	UN286100401	0/00/00	2/28/00	1/13/96	1/23/96	2/6/96				Non-Repairable Item
TOTAL REJECTED FOR:			BOB'S ELECTRONIC SERVICE				1					

1. Date and time report was compiled and printed.
2. Authorized Service Center number assigned by Nintendo.
3. Vendor number assigned by Nintendo which appears on Authorized Service Center Checks.
4. Claim number received from Authorized Service Center.
5. Hardware or accessory component number.
6. Serial number found on hardware.
7. Date of purchase or serial number registration date obtained from the VRU.
8. Date warranty expires (90/365 days from date of purchase).
9. Date service requested by customer.
10. Date service completed.
11. Date the claim was received at Nintendo.
12. Not applicable.
13. Quantity of part(s) used.
14. Individual parts used.
15. Reason for rejection.

INVOICES/STATEMENT

Nintendo provides the Nintendo Authorized Service Center with invoices and monthly statements of account activity. Servicer providers are encouraged to review these items and direct all questions and comments to the Field Service Administrator (**1-800-447-8373**).

Parts Order Invoice (page 8)

The invoice details the Nintendo Authorized Service Center parts order. If express shipping is requested with the order, shipping charges will be shown as a separate line item.

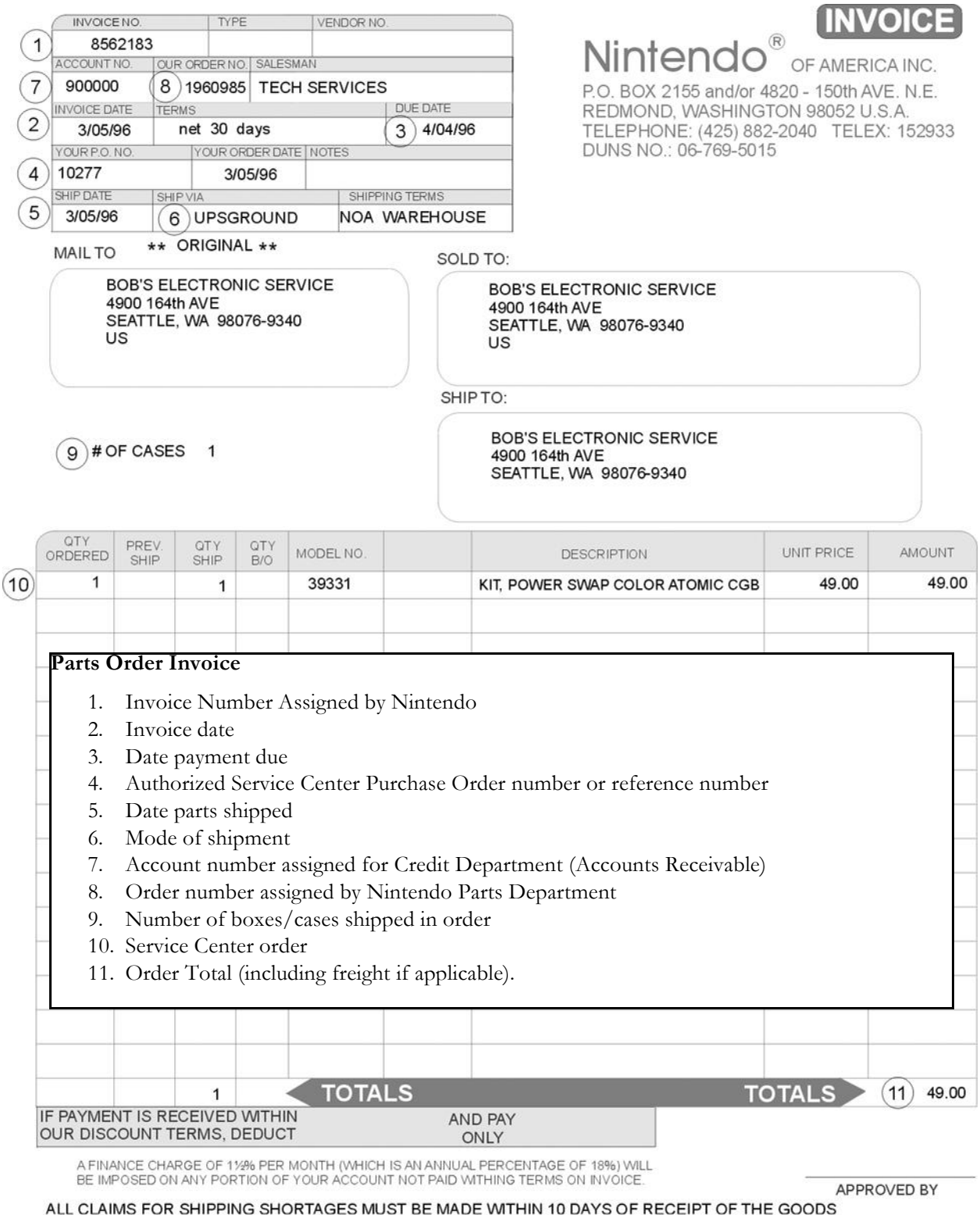
Core Credit Invoice (page 9)

The invoice indicates core credits which have been applied to the Nintendo Authorized Service Center account. This credit invoice is also used for returned items to Nintendo which may be subject to restocking fees. Restocking fees will be shown as a separate line item when applicable.

Statement (page 10)

Statements are provided on a monthly basis summarizing the account activity. The balance reflects the account status as of the date the statement was generated. For questions regarding the statement or account status, please contact the credit department at **1-800-633-3236 Ext. 2181**.

Parts Order Invoice (Sample)



INVOICE

Nintendo® OF AMERICA INC.
P.O. BOX 2155 and/or 4820 - 150th AVE. N.E.
REDMOND, WASHINGTON 98052 U.S.A.
TELEPHONE: (425) 882-2040 TELEX: 152933
DUNS NO.: 06-769-5015

	INVOICE NO.	TYPE	VENDOR NO.
1	8562183		

ACCOUNT NO.	OUR ORDER NO.	SALESMAN
7 900000	8 1960985	TECH SERVICES

INVOICE DATE	TERMS	DUE DATE
2 3/05/96	net 30 days	3 4/04/96

YOUR P.O. NO.	YOUR ORDER DATE	NOTES
4 10277	3/05/96	

SHIP DATE	SHIP VIA	SHIPPING TERMS
5 3/05/96	6 UPSGROUND	NOA WAREHOUSE

MAIL TO ** ORIGINAL **

BOB'S ELECTRONIC SERVICE
4900 164th AVE
SEATTLE, WA 98076-9340
US

SOLD TO:

BOB'S ELECTRONIC SERVICE
4900 164th AVE
SEATTLE, WA 98076-9340
US

SHIP TO:

BOB'S ELECTRONIC SERVICE
4900 164th AVE
SEATTLE, WA 98076-9340

9 # OF CASES 1

	QTY ORDERED	PREV. SHIP	QTY SHIP	QTY B/O	MODEL NO.		DESCRIPTION	UNIT PRICE	AMOUNT
10	1		1		39331		KIT, POWER SWAP COLOR ATOMIC CGB	49.00	49.00

			TOTALS	TOTALS	
		1			11 49.00

IF PAYMENT IS RECEIVED WITHIN OUR DISCOUNT TERMS, DEDUCT AND PAY ONLY

A FINANCE CHARGE OF 1½% PER MONTH (WHICH IS AN ANNUAL PERCENTAGE OF 18%) WILL BE IMPOSED ON ANY PORTION OF YOUR ACCOUNT NOT PAID WITHING TERMS ON INVOICE.

APPROVED BY

ALL CLAIMS FOR SHIPPING SHORTAGES MUST BE MADE WITHIN 10 DAYS OF RECEIPT OF THE GOODS

Parts Order Invoice

1. Invoice Number Assigned by Nintendo
2. Invoice date
3. Date payment due
4. Authorized Service Center Purchase Order number or reference number
5. Date parts shipped
6. Mode of shipment
7. Account number assigned for Credit Department (Accounts Receivable)
8. Order number assigned by Nintendo Parts Department
9. Number of boxes/cases shipped in order
10. Service Center order
11. Order Total (including freight if applicable).

Core Credit Invoice (Sample)

INVOICE

INVOICE NO.	TYPE	VENDOR NO.
(1) 8562457		
ACCOUNT NO.	OUR ORDER NO.	SALESMAN
900000	(5) 9844419	
INVOICE DATE	TERMS	DUE DATE
(2) 3/07/96	(3) Credit Invoice	4/04/96
YOUR P.O. NO.	YOUR ORDER DATE	NOTES
(4) 030596	3/07/96	
SHIP DATE	SHIP VIA	SHIPPING TERMS
3/07/96		NOA WAREHOUSE

Nintendo® OF AMERICA INC.
P.O. BOX 2155 and/or 4820 - 150th AVE. N.E.
REDMOND, WASHINGTON 98052 U.S.A.
TELEPHONE: (425) 882-2040 TELEX: 152933
DUNS NO.: 06-769-5015

MAIL TO ** ORIGINAL **

BOB'S ELECTRONIC SERVICE
4900 164th AVE
SEATTLE, WA 98076-9340
US

SOLD TO:

BOB'S ELECTRONIC SERVICE
4900 164th AVE
SEATTLE, WA 98076-9340
US

SHIP TO:

BOB'S ELECTRONIC SERVICE
4900 164th AVE
SEATTLE, WA 98076-9340

OF CASES 1

	QTY ORDERED	PREV. SHIP	QTY SHIP	QTY B/O	MODEL NO.		DESCRIPTION	UNIT PRICE	AMOUNT
(6)	1-		1-		39331		KIT, POWER SWAP COLOR ATOMIC CGB	35.00	35.00-
	1-		TOTALS				TOTALS	(7)	35.00-

IF PAYMENT IS RECEIVED WITHIN ____ AND PAY
OUR DISCOUNT TERMS, DEDUCT ____ ONLY

A FINANCE CHARGE OF 1½% PER MONTH (WHICH IS AN ANNUAL PERCENTAGE OF 18%) WILL BE IMPOSED ON ANY PORTION OF YOUR ACCOUNT NOT PAID WITHIN TERMS ON INVOICE.

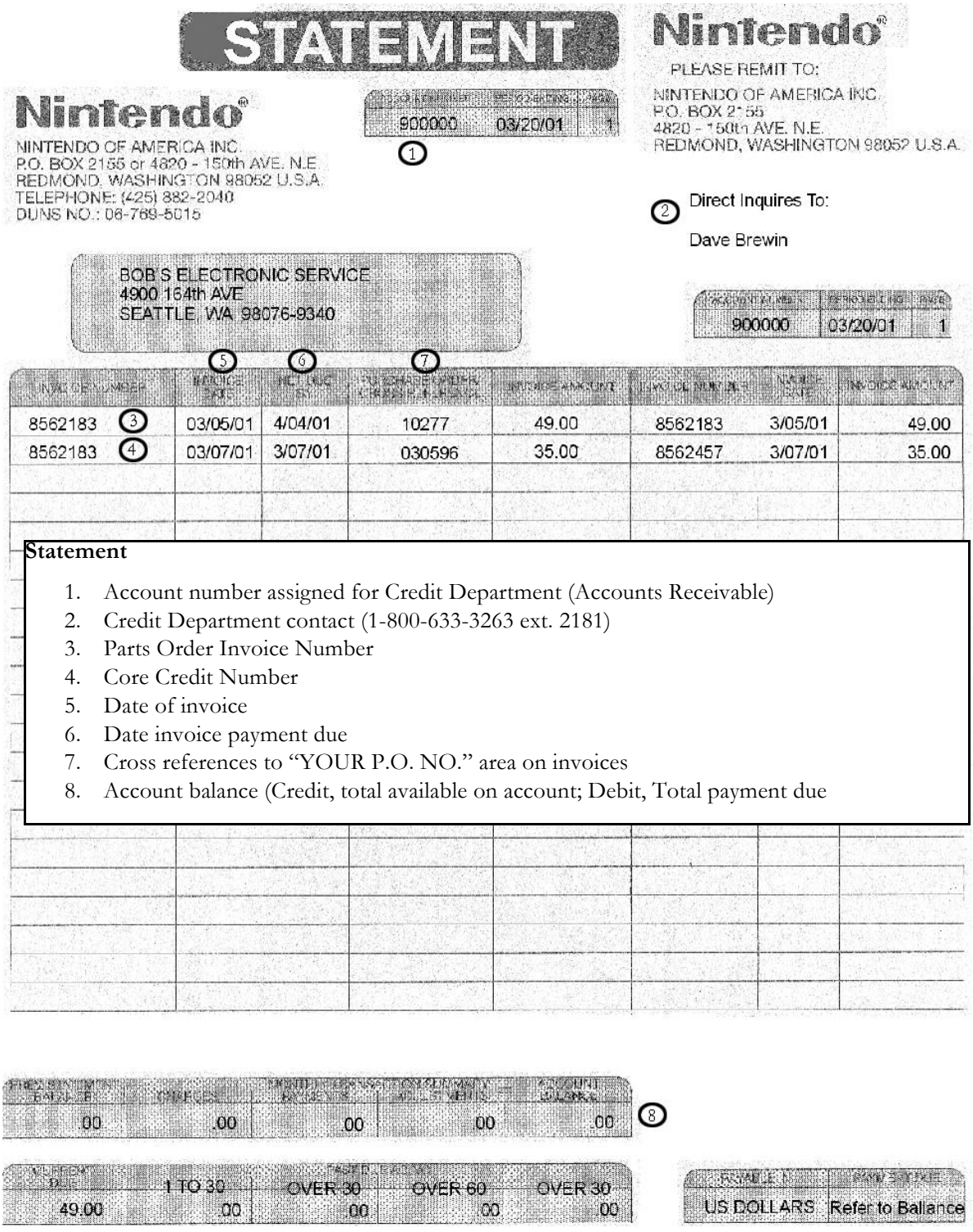
APPROVED BY

ALL CLAIMS FOR SHIPPING SHORTAGES MUST BE MADE WITHIN 10 DAYS OF RECEIPT OF THE GOODS

Core Credit Invoice

1. Invoice Number Assigned by Nintendo
2. Invoice date (date when core credit was approved)
3. Denotes invoice is a credit invoice
4. Authorized Service Center reference number if given or Return Authorization Number
5. Return Authorization number assigned by Nintendo
6. Items returned for credit
7. Total amount credited to the Authorized Service Center parts account

Statement (Sample)



STATEMENT

Nintendo®

NINTENDO OF AMERICA INC.
P.O. BOX 2156 or 4820 - 150th AVE. N.E.
REDMOND, WASHINGTON 98052 U.S.A.
TELEPHONE: (425) 882-2040
DUNS NO.: 06-769-5015

900000 03/20/01 1

(1)

Nintendo®

PLEASE REMIT TO:
NINTENDO OF AMERICA INC.
P.O. BOX 2155
4820 - 150th AVE. N.E.
REDMOND, WASHINGTON 98052 U.S.A.

(2) Direct Inquires To:

Dave Brewin

BOB S ELECTRONIC SERVICE
4900 164th AVE
SEATTLE WA 98076-9340

900000 03/20/01 1

(3) / (4)	(5)	(6)	(7)				
8562183	03/05/01	4/04/01	10277	49.00	8562183	3/05/01	49.00
8562183	03/07/01	3/07/01	030596	35.00	8562457	3/07/01	35.00

00	00	00	00	00

(8)

1 TO 30	OVER 30	OVER 60	OVER 30
49.00 00	00	00	00

US DOLLARS	Refer to Ballance

Statement

1. Account number assigned for Credit Department (Accounts Receivable)
2. Credit Department contact (1-800-633-3263 ext. 2181)
3. Parts Order Invoice Number
4. Core Credit Number
5. Date of invoice
6. Date invoice payment due
7. Cross references to "YOUR P.O. NO." area on invoices
8. Account balance (Credit, total available on account; Debit, Total payment due

WARRANTY AND SERVICE INFORMATION

Revision M

You may need only simple instructions to correct a problem with your product. Try our web site at www.nintendo.com or call our Consumer Assistance Hotline at 1-800-255-3700 rather than going to your retailer. Hours of operation are 6 a.m. to 9 p.m., Pacific Time, Monday - Saturday, and 6 a.m. to 7 p.m., Pacific Time, on Sundays (times subject to change). If the problem cannot be solved with the troubleshooting information available on-line or over the telephone, you will be offered express factory service through Nintendo or referred to the nearest NINTENDO AUTHORIZED REPAIR CENTER℠. Please do not send any products to Nintendo without contacting us first.

HARDWARE WARRANTY
Nintendo of America Inc. ("Nintendo") warrants to the original purchaser that the hardware product shall be free from defects in material and workmanship for twelve (12) months from the date of purchase. If a defect covered by this warranty occurs during this warranty period, Nintendo or a NINTENDO AUTHORIZED REPAIR CENTER will repair the defective hardware product or component, free of charge. The original purchaser is entitled to this warranty only if the date of purchase is registered at point of sale or the consumer can demonstrate, to Nintendo's satisfaction, that the product was purchased within the last 12 months.

GAME & ACCESSORY WARRANTY
Nintendo warrants to the original purchaser that the product (games and accessories) shall be free from defects in material and workmanship for a period of three (3) months from the date of purchase. If a defect covered by this warranty occurs during this three (3) month warranty period, Nintendo or a NINTENDO AUTHORIZED REPAIR CENTER will repair the defective product, free of charge.

SERVICE AFTER EXPIRATION OF WARRANTY
Please try our web site at www.nintendo.com or call our Consumer Assistance Hotline at 1-800-255-3700 for troubleshooting assistance and/or referral to the nearest NINTENDO AUTHORIZED REPAIR CENTER. In some instances, it may be necessary for you to ship the complete product, FREIGHT PREPAID AND INSURED FOR LOSS OR DAMAGE, to the nearest service location. Please do not send any products to Nintendo without contacting us first.

WARRANTY LIMITATIONS

THIS WARRANTY SHALL NOT APPLY IF THIS PRODUCT: (a) IS USED WITH PRODUCTS NOT SOLD OR LICENSED BY NINTENDO (INCLUDING, BUT NOT LIMITED TO, NON-LICENSED GAME ENHANCEMENT AND COPIER DEVICES, ADAPTERS, AND POWER SUPPLIES); (b) IS USED FOR COMMERCIAL PURPOSES (INCLUDING RENTAL); (c) IS MODIFIED OR TAMPERED WITH; (d) IS DAMAGED BY NEGLIGENCE, ACCIDENT, UNREASONABLE USE, OR BY OTHER CAUSES UNRELATED TO DEFECTIVE MATERIALS OR WORKMANSHIP; OR (e) HAS HAD THE SERIAL NUMBER ALTERED, DEFACED OR REMOVED.

ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING **WARRANTIES OF MERCHANTABILITY** AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED IN DURATION TO THE WARRANTY PERIODS DESCRIBED ABOVE (12 MONTHS OR 3 MONTHS, AS APPLICABLE). IN NO EVENT SHALL NINTENDO BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THE BREACH OF ANY IMPLIED OR EXPRESS WARRANTIES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR EXCLUSION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Nintendo's address is as set forth on the back cover of this booklet.

This warranty is only valid in the United States.

[The Authorized Service Center should contact Nintendo if there are any questions regarding Nintendo's warranty to consumers.]

AUTHORIZED SERVICER OBLIGATIONS

Facilities, Personnel And Component Testing

The Nintendo Authorized Service Center shall provide and maintain adequate facilities and suitably qualified personnel at the location(s) for the servicing of product, including the inventory and equipment specifically set forth in the manuals. The Nintendo Authorized Service Center shall provide a publicly listed telephone line. This telephone line must provide customers with direct access to the personnel at the Nintendo Authorized Service Center during all normal business hours. Each Nintendo Authorized Service Center shall provide customer access for Power Swap℠(N64 only), drop off and free testing of components during all hours that the location is open for business. The Nintendo Authorized Service Center shall maintain a Nintendo Test Station and adequate counter space for the Test Station in the Authorized Servicer's customer service area for product testing.

Turnaround Time

For any component requiring warranty or non-warranty service by the Authorized Servicer, the maximum turnaround time, from the date a customer drops off a component until the date available for pick up at the same location, or date of shipment to the customer's home, SHALL NOT EXCEED FIVE (5) DAYS. If circumstances exist beyond the Authorized Servicer's control which prevent the Authorized Servicer from meeting this requirement, the Nintendo Authorized Service Center must immediately contact the Field Service Administrator with specific details.

Authorized Servicer's Warranty

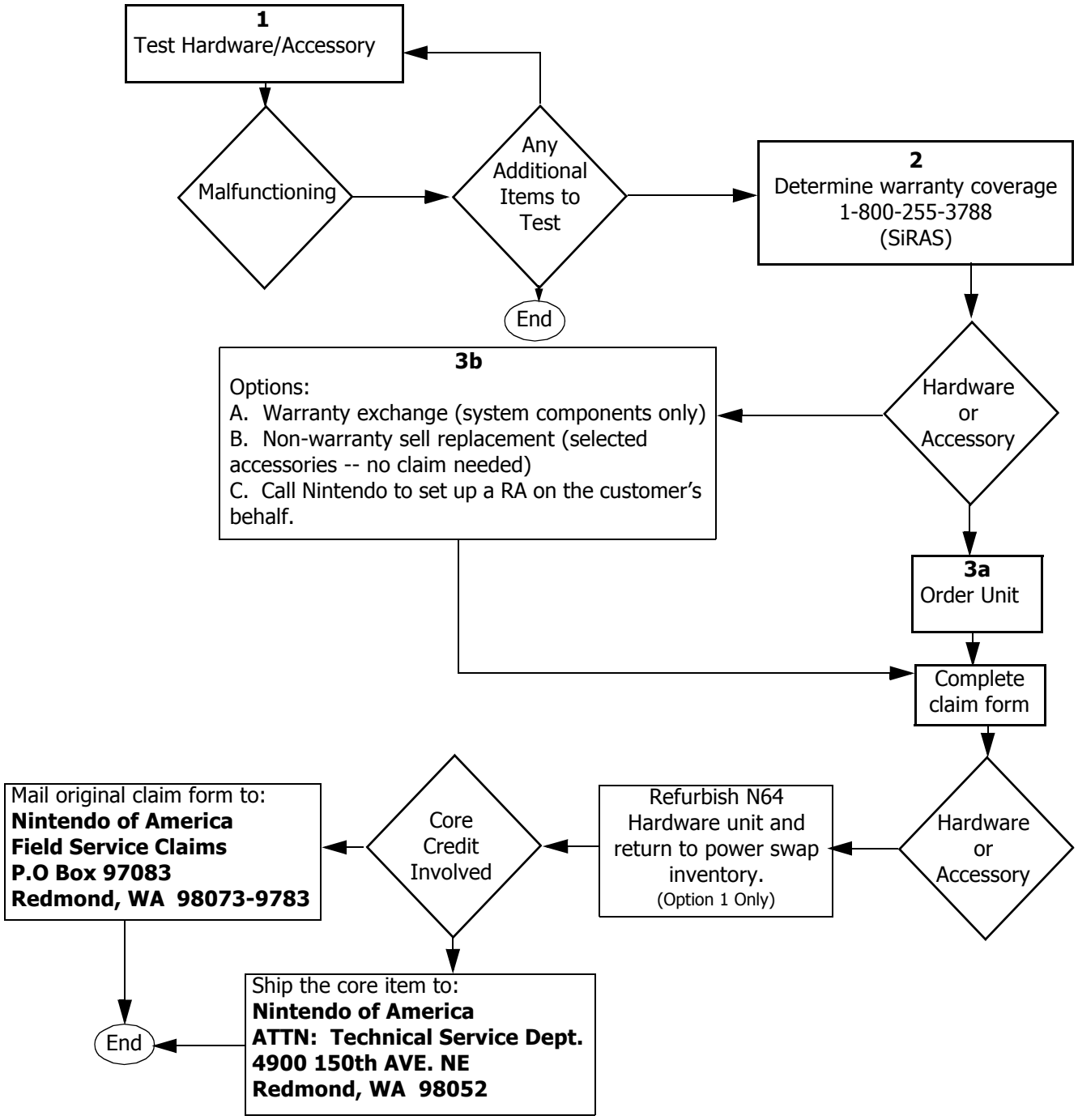
The Nintendo Authorized Service Center shall provide the customer with at least a three-month limited warranty on all warranty and non-warranty service performed. Such warranty shall be, at a minimum, the same three-month repair warranty given by Nintendo to consumers, which may be modified from time to time. The Nintendo Authorized Service Center is responsible for maintaining high standards of workmanship. If a product fails within three (3) months of an Authorized Servicer's service, and failure is due to poor workmanship, the Nintendo Authorized Service Center is responsible for the full cost of additional service required to make the product operational. Customer abuse as outlined in Nintendo's customer warranty will automatically void all warranty obligations.

Customer Complaints

The Nintendo Authorized Service Center shall provide a high standard of customer service and agrees to respond to all customer complaints and notify Nintendo of action taken within five (5) business days of the receipt of a customer complaint.

CHAPTER 2: PROCEDURES

PRODUCT SERVICE FLOWCHART



COMPONENT QUICK REFERENCE LIST

NES® Components

Controller (new design)	28165	A/V Cables	21640
AC Adapter	22106	300/75 Ohm Converter	21638
RF Switch	22107	75/300 Ohm Converter	21639

Game Boy® Components

Stereo Headphones	21642	Game Boy® Color (Kiwi)	40231
Game Link® Cable	26915	Game Boy® Color (Teal)	40232
		Game Boy® Color (Dandelion)	40233
Game Boy® pocket (Silver)	36124	Game Boy® Color (Berry Red)	40234
Game Boy® pocket (Black)	36120	Game Boy® Color (Pokémon)	41522
Game Boy® pocket (Clear)	36121	AC Adapter (MGB/CGB)	35540
Game Boy® pocket (Red)	36123	Universal Game Link® Cable	37302
Game Boy® pocket (Green)	36122	Game Boy® Advance (Arctic)	45269
Game Boy® pocket (Blue)	38015	Game Boy® Advance (Glacier)	45267
Game Boy® Color (Grape)	39330	Game Boy® Advance (Indigo)	45265
Game Boy® Color (Atomic Purple)	39331	Game Boy® Advance (Fuschia)	45271

Super NES® Components

RF Switch	22107	Standard Controller	22682
		Stereo A/V Cable	35846
AC Adapter	22817	S-VHS Cable	22425

Nindendo 64® Components

Control Deck® (Original)	34299		
Control Deck® (Jungle Green)	41275	AC Adapter	34390
Control Deck® (Smoke)	42220	RF Switch	22107
Control Deck® (Fire)	42223	RF Modulator	34271
Control Deck® (Ice)	42222	Stereo A/V Cable	35846
Control Deck® (Watermelon)	42224	N64® Controller (Gray)	35545
Control Deck® (Grape)	42221	N64® Controller (Atomic Purple)	38906

Nintendo GameCube Components

Controller (Jet)	46498	Memory Card	46502
Controller (Indigo)	46500	Component Video Cable	46496
Controller (Spice)	46501	AC Adapter	46595
		GCN/AGB Link Cable	46920

PRODUCT SERVICE PROCEDURES

1. Test Hardware/Accessory

Test hardware/accessories on the Nintendo Test Fixture to determine the failure. *All* components *must* be tested in case more than one component is failing.

2. Determine Warranty Coverage

Obtain verification of warranty prior to any warranty repair or exchange. See "Warranty And Service Information" on page 11. All items included with a Nintendo hardware system are covered by the one year warranty (e.g., AC adapter, controller)

a. System Hardware/Accessory

1. The serial number on the hardware unit is used to determine warranty coverage for the system hardware and all accessories originally packaged with the system.
2. Call **1-800-255-3788**, the automated Voice Response Unit (VRU), and follow the directions to obtain warranty verification. The VRU is available 24 hours a day.
3. If the hardware is not registered with Nintendo, or is outside the warranty period, the unit and originally packaged accessories are generally not covered under warranty.[1]
4. Some repairs may qualify for a special warranty. Service Department Bulletins provide all eligibility requirements.[2] *Write "Special Warranty Service Bulletin", followed by the number of the service bulletin on the top right portion of the claim form.*

b. System Components Purchased Separately from Systems

(Controller, AC Adapter, RF Switch, and A/V Cables: 3-month warranty)

1. Obtain a sales receipt confirming that the original purchase was made within the past three months.
2. *Attach a legible* copy of the sales receipt to the original claim form to be submitted to Nintendo.

1. In some situations, Nintendo may extend warranty coverage for the customer (i.e., the product was received as a gift and was just recently opened, etc.). Contact your Nintendo Field Service Administrator for special approval.
2. Refer to specific product chapters for service bulletin details.

c. Non-Warranty Repairs

1. If the item is not covered under warranty, inform the customer of your pricing policy. Authorized Service Centers are *encouraged* to use the suggested repair prices. *Always* receive customer approval *prior* to performing. Suggested Repair Prices[1] are:

Component	Suggested Repair Price
NES® Control Deck	$39.00
Game Boy® (Play It Loud and pocket)	$25.00
Game Boy® Color	$30.00
Super NES® Control Deck	$39.00
Nintendo 64®	$59.00
Nintendo GameCube	$74.95
Game Pak (**cleaning only**)	$1.00 per title

2. If a consumer chooses to have their system repaired by Nintendo of America (NOA). NOA will charge the suggested repair price plus $7.50 for shipping.

3. Repair Action (see chart below)

a. Hardware

System	Parts Available	Warranty/Power Swap	Components
NES® (both styles)	72 Pin Connector	*No/No	Available
SNES® (both styles	None	*No/No	Available
Original Game Boy®	None	*No/**Game Boy pocket	Available
Play it Loud Game Boy®	None	*No/**Game Boy pocket	Available
Game Boy® pocket, Color & Advance	Whole Unit Exchange	Yes/Yes	Available
Nintendo 64	All Parts Available	Yes/Yes	Available
Nintendo GameCube	Whole Unit Exchange	Yes/Yes	Available

* While there are always exceptions, these limited repairs will be non-warranty transactions. To verify warranty status, call (800) 255-3788.
** Game Boy pocket may be exchanged for both the Original and Play it Loud Game Boy.

1. Repair the hardware to a "like-new" condition as outlined in the hardware sections of this manual. Hardware shall not be re-sold as new or reconditioned product.
   A. Affix one new serial number bar code label.
   B. Affix a Neon Warning Label over the game pak slot of the hardware unit.
   C. Insert unit into a plastic bag along with a Maintenance Flyer and tape shut.
   D. Affix an Exchange Component Label to the outside of the plastic bag.
   E. Tape the remaining two serial number bar code labels on the outside of the plastic bag.

1. Although Nintendo may suggest repair prices/charges, the Authorized Service Center is free to determine, on its own, the prices it will charge.

2. Return the refurbished unit to your Power Swap inventory for the next customer transaction.

b. Accessories

The following are not cost effective to repair.

NES®	P/N	Game Boy®	P/N	Super NES®	P/N
Standard Controller	21637	Stereo Headphones	21642	Stereo A/V Cables	35846
A/V Cables	21640	Game Link® Cable	21647	RF Switch	22107
AC Adapter	22106	Universal Game Link® Cable	37302	S-VHS Cable (not compatible with SNN)	22425
RF Switch	22107	AC Adapter (MGB/CGB)	35540	Standard Controller	22682
Controller (New Style)	28165			AC Adapter	22817

Nintendo 64®	P/N	Nintendo Game Cube	P/N
Controller (Gray)	35545	Control Deck (Indigo)	46563
Controller (Atomic Purple)	38906	Control Deck (Jet)	46564
Controller Pak 256K	35546	Controller (Indigo)	46500
AC Power Supply	34390	Controller (Jet)	46498
RF Modulator	34271	Controller (Spice)	46501
RF Switch/Modulator Set	34394	Memory Card	46502
RF Switch	21636	Stereo A/V Cable	35846
Rumble Pak	35844	Component Video Cable	46496
Stereo A/V Cable	35846	AC Adapter	46495
S-VHS Cable	22425		
Memory Expansion Pak	38787		

1. **Warranty**: the customer should be offered a new accessory from inventory at *no charge*. Complete a warranty claim form (follow the Claim Form Procedures on page 1-6 & 1-7).

2. **Non-warranty**: offer to sell the customer a replacement.[1]

NOTE: All defective service parts (except core credit items) and components EXCHANGED UNDER WARRANTY OR USED IN WARRANTY SERVICE are to be kept, with a copy of the claim form attached, at the respective service location for a period of 90 days for inspection by Nintendo's Field Service Manager. The Authorized Servicer may scrap defective service parts at the conclusion of the 90 day period unless instructed otherwise by Nintendo.

CLAIM FORM PROCEDURES

One original, properly completed claim form must be submitted for each warranty hardware repair and each warranty accessory exchange. Warranty claims (only) *must* be submitted on a regular basis, no later than *45 days* from the date service completed, *or the claim will be rejected. Claim discrepancies that are not resolved by the Authorized Servicer within 60 days of receipt will be permanently rejected; no adjustments will be allowed.* Nintendo recommends the use of either NARDA (form number 520/525-3) or NESDA claim forms.

To order either type of claim form, contact NARDA [(800) 242-8678, M-F 8:00-4:30 ET] or NESDA [(800) 600-3732, M-F 8-5 CT] directly. Any other type of claim form *must be pre-approved* by Nintendo prior to use (i.e., custom computer generated, work orders, etc.)

1. Selected accessory items are available from Nintendo for resale. Refer to Chapter 3 for saleable components/accessories.

Information required on all claim forms:

1. Check the *LABOR WARRANTY* box. Do not mark "Parts Warranty".
2. Enter the customer's first and last name, complete mailing address (including apartment number, spelling of city, state, and zip code), and telephone number (with area code). *All* customer information *must* be completed to receive warranty reimbursement.
3. Enter customer's description of the problem (i.e., flashing screen, scrambled picture, etc.).
4. Enter the retailer (store) name, store number, and zip code, if known (where purchased).
5. Enter the *Service Center Number* assigned to your Authorized Service Center by Nintendo.
6. Enter the hardware or accessory component number (not "model" number). Refer to the component quick reference list on page 14.
7. Enter the customer's *original* serial number (the one on the unit the customer brought in). If the serial number is missing, contact your Field Service Administrator for instructions.
8. Enter the date the item was purchased or registered (warranty only) obtained from SiRAS (**1-800-255-3788**).
9. Enter the date the service was requested.
10. Enter service performed and explanation of service.
11. Enter the date service completed. (N64 transactions - enter the date the customer received the exchange component.)
12. Enter the quantity, part number, description and unit price (if applicable) of parts used. *Claims that do not list parts used will be rejected.*
13. Place the second serial number bar code Label from the N64 Power Swap unit (taped on the plastic bag) onto the original claim form in the part description section. Use the last (third - if applicable) serial number bar code label on your Authorized Servicer claim copy.
    NOTE: There may only be two serial number bar code labels available.
14. The technician signs the claim form upon completion of the repair. The customer signs upon receipt of the N64 Power Swap unit.
15. Enter the Authorized Service Center name, address, and phone number *on all warranty claims*.

Send the *completed original warranty claim (only) form* for reimbursement to:

Nintendo of America Inc.
Field Service Claims
P.O. Box 97083
Redmond, WA 98073-9783

RETURN AUTHORIZATIONS

Core Credits

The Authorized Service Center is required to request a Return Authorization (RA) to return core items to Nintendo. RA request forms are in the Order Forms Section. All RA numbers must be written on the outside of the shipping container under Nintendo's address in one inch numbers.

Game Boy® Units

The Authorized Service Center is not required to have the Game Boy units. If the Authorized Service Center does not have inventory available for immediate exchange, a replacement should be ordered for direct drop shipment to the customer or to your repair center via second day air. Complete a RA Request form and return the customer's unit to Nintendo for core credit. Game Boy pocket, Color, and Advance are exchanged for like colors only. Core Credit will be denied for swapping with different colors.

Servicer Ownership Or Business Changes

Authorized Servicer must notify Nintendo of any business changes as stated in the Authorized Servicer Agreement (Sections 10 through 12). To return parts, the following steps are required:

1. 1. Fax a list of parts for return approval to the Field Service Administrator (re-stock fees may be assessed; ICs are not returnable; only items which are in resale condition will be given credit consideration.)
2. Nintendo will respond via fax within 7 business days indicating which items can be returned.

INVENTORY RETURN POLICY

"Service parts and components are returnable, freight prepaid, subject to the following conditions: Prior written authorization from Nintendo[1] **must be** obtained; a 20% restocking fee will be assessed; and items **must be** returned in the original factory packaging and **must be** resaleable. Items received not in this condition will be scrapped by Nintendo at its sole discretion and no credit will be issued. Signage, proprietary equipment and technical publications may be returned, freight prepaid, subject to the following conditions: prior written authorization from Nintendo **must be** obtained and a minimum 60% restocking fee will be assessed."

Our returns policy enables Authorized Service Centers to receive credit for returned parts that meet the following criteria. All parts must be:

- Ordered within the last twelve-month period. This is a "rolling" **twelve months** from the original date of purchase. (e.g., If purchased in May, you have until May of the following year to return the item.)
- In their original condition.
- Packaged securely to prevent damage in transit.
- Resaleable to NOA's market.
- Listed within the Authorized Service Center's current Sales Plan.
- Integrated Circuit (IC's) **Cannot** Be Returned For Credit.

1. Your Field Service Administrator or Manager

All parts returned to NOA must have the Return Authorization Number (RA#) clearly printed in one inch high numbers, on the outside of the carton below Nintendo's address to ensure proper credit to the Authorized Service Center's account. All returns must be shipped prepaid to the following address:

Nintendo of America Inc.
Attn: Technical Service Department
4820 150th Avenue N.E.
Redmond, WA 98052-9732
RA # (in one inch high numbers)

Parts that do not meet this criteria will not be accepted for credit. Authorized Service Centers who currently have parts in their inventory from a previous year's Sales Plan, may continue to use these parts for all non-warranty repairs. These parts will not be accepted for return credit nor will they be accepted on warranty claims.

CORE CREDITS

Qualifying Parts And Components

Game Boy® Units - These are complete unit exchanges with like color. Limited cosmetic parts are available (only battery covers and screen covers). The LCD is not available separately.
Game Boy® Advance - These are complete unit exchanges with like color. Limited cosmetic parts are available (only battery covers and screen covers).
Nintendo 64® Control Deck - Core credits are given for malfunctioning CPU-PCB assemblies. PCB assemblies must be returned in an anti-static shielding bag *or credit will be denied.*
NOTE: Please remove the small Contact Shield that is located on the N64® PCB where the Terminator Pak plugs in (refer to Page 8-6 of the N64® section of the manual, item #40). This Contact Shield must be placed on the N64® PCB that you receive from NOA for your Power Swap inventory.

ITEM	PART #	COST	CORE CREDIT	NET COST
Game Boy® Color (Grape)	39330	$49.00	$35.00	$14.00
Game Boy® Color (Atomic Purple)	39331	$49.00	$35.00	$14.00
Game Boy® Color (Kiwi)	40231	$49.00	$35.00	$14.00
Game Boy® Color (Teal)	40232	$49.00	$35.00	$14.00
Game Boy® Color (Dandelion)	40233	$49.00	$35.00	$14.00
Game Boy® Color (Berry Red)	40234	$49.00	$35.00	$14.00
Game Boy® Color (Pokémon)	41522	$49.00	$35.00	$14.00
Nintendo 64® PCB	35429	$70.00	$45.00	$25.00
Kit, Power Swap Advance Arctic AGB	45269	$65.00	$35.50	$29.50
Kit, Power Swap Advance Fuchsia AGB	45271	$65.00	35.50	$29.50
Kit, Power Swap Advance Glacier AGB	45267	$65.00	$35.50	$29.50
Kit, Power Swap Advance Indigo AGB	45265	$65.00	$35.50	$29.50
GameCube (Indigo)	46563	$110.00	$60.00	$50.00
GameCube (Jet - Black)	46564	$110.00	$60.00	$50.00

CORE CREDIT PROCEDURES

1. Complete *all* areas of a RA request form (example on Page 1-10).
2. Fax the RA request form to the Nintendo Parts Department (**1-800-447-8362**). The form will be returned via fax with a RA number printed on the shipping label by the next business day.
3. Attach the RA request form shipping label to the carton containing the items being returned for core credit. *Retain a copy of the top portion of the RA request form to track core credits applied to the Authorized Servicer parts account.* Include the original (top portion) form as your packing slip.
4. To prevent damage, carefully pack each malfunctioning item in the *custom shipping container/anti-static bag* previously provided by Nintendo. *Core items not shipped in anti-static bags will be scrapped and credit will be denied.*
5. Use the return shipping label provided and ship the packaged core item to:

Nintendo of America Inc.
Attn: Technical Service Dept.
4820 -150th Ave. NE
Redmond, WA 98052

RA # (in one inch numbers)

6. The RA number must be written on the outside of the shipping container in one inch numbers under Nintendo's mailing address.When received and processed, Nintendo will mail a credit invoice referencing the RA number and the dollar amount credited to your parts account. Apply the invoice amount to your outstanding Parts Order invoice(s) and reference the invoice numbers on the check.

CHAPTER 3: PRICE LIST

Service Parts And Component Ordering

The Service Parts/Component Order Forms are included on the servicer CD-ROM, and on the Nintendo Field Service web site: service.nintendo.com. The price list includes each part number, item description, minimum order quantity, name of the product the part is used in, and the Authorized Servicer's cost. Service parts, components, and/or service equipment *cannot* be used or sold in any manner except for purposes of fulfillment of the Authorized Servicer Agreement.

Expanded Service Requirements

The Nintendo Authorized Service Center is required to purchase additional service equipment, parts and supplies, to service new and existing Nintendo products as deemed necessary by Nintendo. The Nintendo Authorized Service Center will be advised of all additional equipment, parts and supplies to be purchased.

Placing An Order

Complete the order form using information from the confidential price list. Fax the completed order form to the Nintendo Parts Department at **1-800-447-8362** (available 24 hours a day). The Nintendo Parts Department will confirm all orders via fax the next business day, provided the Authorized Servicer's fax number is on the order form. The minimum order accepted by Nintendo is $20.00 (servicer's net cost).

Game Boy ® pocket, Color, Advance, and Nintendo GameCube are available for direct drop shipment to the customer's home, business, or your repair center via second day air at Nintendo's expense. Please include the customer's name and address on the order form when the unit is being shipped to the consumer. Nintendo will pay F.O.B. (Free On Board) destination freight charges on all outbound parts orders by UPS ground. If Authorized Servicer requests express shipment, the cost shall be paid by the Authorized Servicer and the requested express shipment must be noted on the order from.

The following express shipment options may be requested at the Authorized Servicer's expense:

CARRIER	SERVICE	DAYS IN TRANSIT*	RECOMMENDED USAGE
Federal Express	Priority 1	Overnight	Urgent
Federal Express	Priority 2	2 Days	Fast
UPS	Red	Overnight	Urgent
UPS	Blue	2 Days	Fast

*Continental United States only. For questions regarding orders, contact Nintendo's Parts Department at (800) 531-4048.

RESALE OF PARTS, COMPONENTS, OR EQUIPMENT

Nintendo service parts and equipment, except those listed in the following tables, *shall not be resold under any circumstance.* Use the suggested retail price[1] for the following service parts and components that can be sold:

Nintendo 64® Components Description	Part Number	Servicer Cost	Suggested Retail Price
AC Power Supply	34390	$18.25	$25.00
Cleaning Kit	37007	$7.50	$9.95
Controller Pak 256k	35546	$7.50	$9.95
Controller, Gray	35545	$21.50	$29.95
Controller, Atomic Purple	38906	$21.50	$29.95
Memory Expansion Pak	38787	$20.53	$29.95
RF Modulator	34271	$5.00	$7.50
RF Switch	21636	$5.00	$7.50
RF Switch/RF Modulator Set	34394	$10.50	$14.95
Rumble Pak	35844	$14.50	$19.95
Stereo A/V Cable	35846	$10.00	$15.95
S-VHS Cable	22425	$10.00	$15.95

Game Boy® Advance Components Description	Color	Part Number	Net Cost	Suggested Retail Price
Arctic, Battery Cover	White	45428	$0.55	$1.00
Fuchsia, Battery Cover	Translucent Pink	45431	$0.55	$1.00
Glacier, Battery Cover	Translucent Blue	45429	$0.55	$1.00
Indigo, Battery Cover	Violet	45430	$0.55	$1.00
Kit, Power Swap Advance Arctic	White	45269	$29.50	$49.00
Kit, Power Swap Advance Fuchsia	Translucent Pink	45271	$29.50	$49.00
Kit, Power Swap Advance Glacier	Translucent Blue	45267	$29.50	$49.00
Kit, Power Swap Advance Indigo	Violet	45265	$29.50	$49.00
Game Link Cable	N/A	45424	$6.67	$9.95
AC Adapter Set	N/A	45425	$13.99	$19.95
AC Adapter Assemble	N/A	45426	$10.49	$15.00
AC Power Connect Unit	N/A	45427	$3.50	$4.95
Screen Cover Kit	N/A	45432	$2.00	$9.95

1. Although Nintendo may suggest retail prices, the Nintendo Authorized Service Center is free to determine, on its own, the prices it will charge.

Nintendo GameCube Components Description	Color	Part Number	Net Cost	Suggested Retail Price
Kit, Power Swap GameCube Indigo	Blueish	46563	$50.00	$74.95
Kit, Power Swap GameCube Black	"Jet"	46564	$50.00	$74.95
Acc, Controller Black DOL	"Jet"	46498	$23.00	$34.95
Acc, Controller Indigo DOL	Blueish	46500	$23.00	$34.95
Acc, Controller Orange DOL	"Spice"	46498	$23.00	$34.95
AC Adapter Assy DOL-WCS	N/A	46495	$15.13	$19.95
Acc, Memory Card 4M DOL WCS	N/A	46502	$10.50	$14.95
Acc, GameCube/AGB Cable DOL	N/A	46920	$7.50	$9.95

Game Boy® Color Components Description	Part Number	Servicer Cost	Suggested Retail Price
AC Adapter	35540	$14.50	$19.95
Battery Cover, Atomic Purple	39209	$.55	$1.00
Battery Cover, Berry (Red)	40235	$.55	$1.00
Battery Cover, Dandelion	40236	$.55	$1.00
Battery Cover, Grape	38541	$.55	$1.00
Battery Cover, Kiwi	40237	$.55	$1.00
Battery Cover, Pokémon	41558	$.55	$1.00
Battery Cover, Teal	40238	$.55	$1.00
Screen Cover Kit, CGB	41099	$2.00	$3.95
Screen Cover Kit, Pokémon™	41523	$2.00	$3.95
Universal Game Link® Cable	37302	$7.00	$9.95

Game Boy® pocket Components Description	Part Number	Servicer Cost	Suggested Retail Price
AC Adapter	35540	$14.50	$19.95
Battery Cover, Black	36062	$.55	$1.00
Battery Cover, Blue	38016	$.55	$1.00
Battery Cover, Clear	36063	$.55	$1.00
Battery Cover, Green	36064	$.55	$1.00
Battery Cover, Red	36065	$.55	$1.00
Battery Cover, Silver	35542	$.55	$1.00
Battery Cover, Yellow	36066	$.55	$1.00
Screen Cover Kit, MGB (no light)	41097	$2.00	$3.95
Screen Cover Kit, MGB-L (light)	41098	$2.00	$3.95
Game Link® Adapter	35541	$3.61	$5.95
Universal Game Link® Cable	37302	$7.00	$9.95

NES® Components Description	Part Number	Servicer Cost	Suggested Retail Price
AC Adapter	21635	$6.00	$12.00
Controller (new style)	33815	$7.50	$15.00
RF Switch	21636	$5.00	$7.50

Super NES® Components Description	Part Number	Servicer Cost	Suggested Retail Price
AC Adapter	22817	$10.00	$15.95
Cleaning Kit	22681	$7.50	$9.95
Controller	22682	$10.00	$15.95
RF Switch	21636	$5.00	$7.50
Stereo A/V Cable	35846	$10.00	$15.95
S-VHS Cable[a]	22425	$10.00	$15.95

a. The S-VHS cable is NOT compatible with the new style SNES.

Game Boy® Components Description	Part Number	Servicer Cost	Suggested Retail Price
Screen Cover Kit, DMG (original)	41095	$2.00	$3.95
Screen Cover Kit, DGray DMG (Play It Loud)	41096	$2.00	$3.95
Battery Cover, Black	31592	$.55	$1.00
Battery Cover, Clear	31597	$.55	$1.00
Battery Cover, Gray	21644	$.55	$1.00
Battery Cover, Green	31612	$.55	$1.00
Battery Cover, Red	31607	$.55	$1.00
Battery Cover, Yellow	31602	$.55	$1.00
Cleaning Kit	21189	$2.50	$9.95
Four Player Adapter	20655	$1.00	$8.50
Game Link® Cable & Cover	21647	$4.75	$8.50
Game Pak Case	21648	$.60	$1.00
Rechargeable Battery Pack AC Cord	18101	$2.20	$3.25
Stereo Headphones	21642	$3.75	$8.50

PRICE CHANGES

Prices are subject to change without notice, but will only affect new orders. Orders that have been received by Nintendo before a price change has been implemented will be invoiced at the original price.

CHAPTER 4: NINTENDO ENTERTAINMENT SYSTEM (NES)® CONTROL DECK

NES CONTROL DECK (ORIGINAL)

Overview

The Nintendo Entertainment System (NES) offers exciting game play experience for every member of the family. Software for the system spans a broad range, including action games, intricate role-playing adventure games, and sports games. The Control Deck is connected to a television through an RF Switch Assembly or A/V cables.

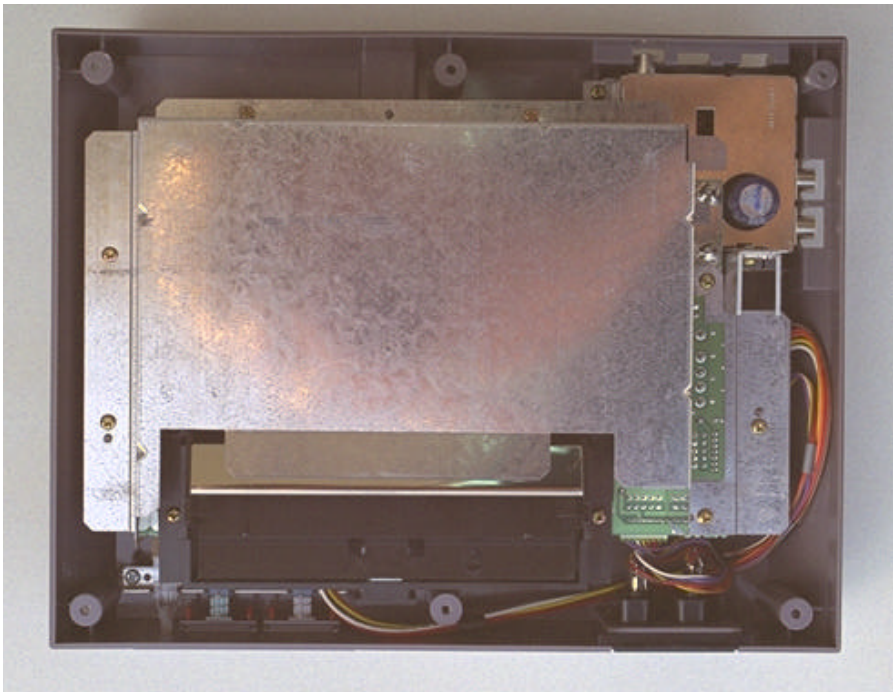
Repair Procedures

The majority of service needs for this unit involve the 72 pin connector. If contaminated (dirt, carpet fibers, sugar based substances, etc.), the unit will often exhibit a "flashing" screen/power indicator LED. Depending on the severity of contamination, it may display different symptoms. Every original NES Control Deck serviced must have the 72 pin connector replaced. The customer's game paks should also be thoroughly cleaned. If all contaminants are not removed from the system (connector/games), the customer will experience a reoccurrence of the problem. (See also Game Pak Cleaning on page 33.)

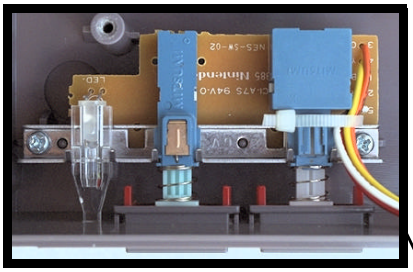
Disassembly Procedure

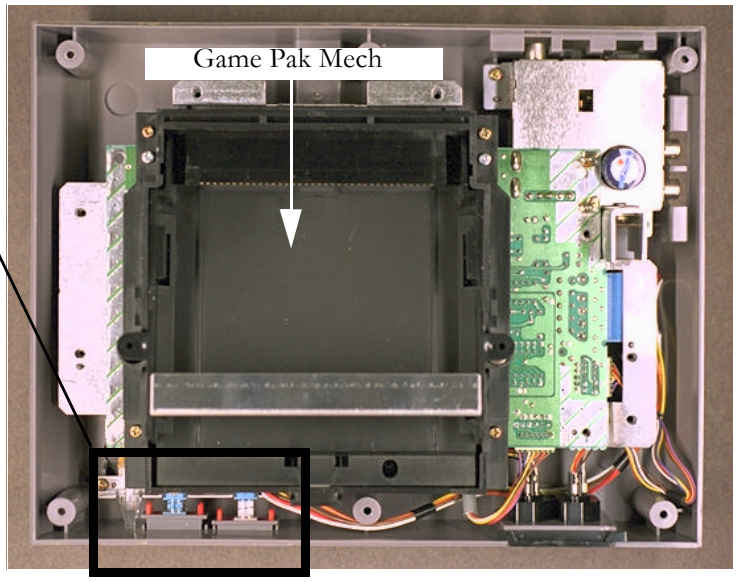
Remove the six phillips-head screws from the bottom of the Control Deck and remove the upper housing.

Remove the nine phillips-head screws holding the upper shield and RF modulator. Remove the shield. **Use caution when handling the shields as they are very sharp. The use of gloves is recommended.**



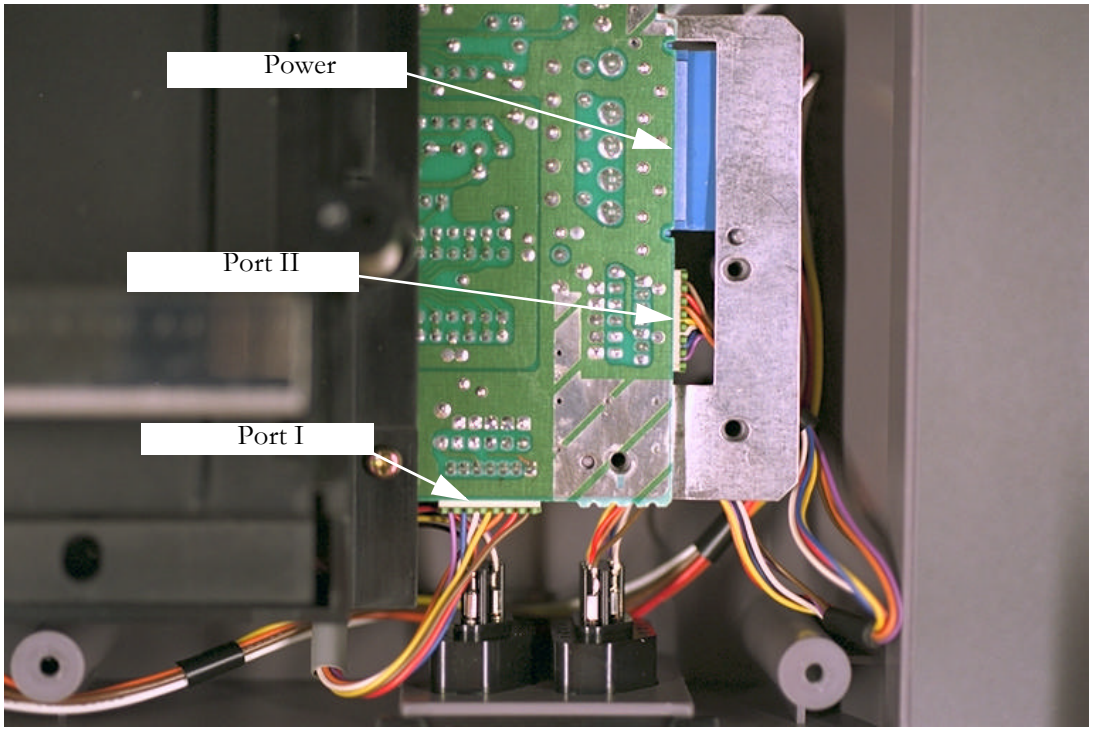
Remove the six screws from the game pak mech. Note the location of the two long silver screws (circled below) for proper assembly.



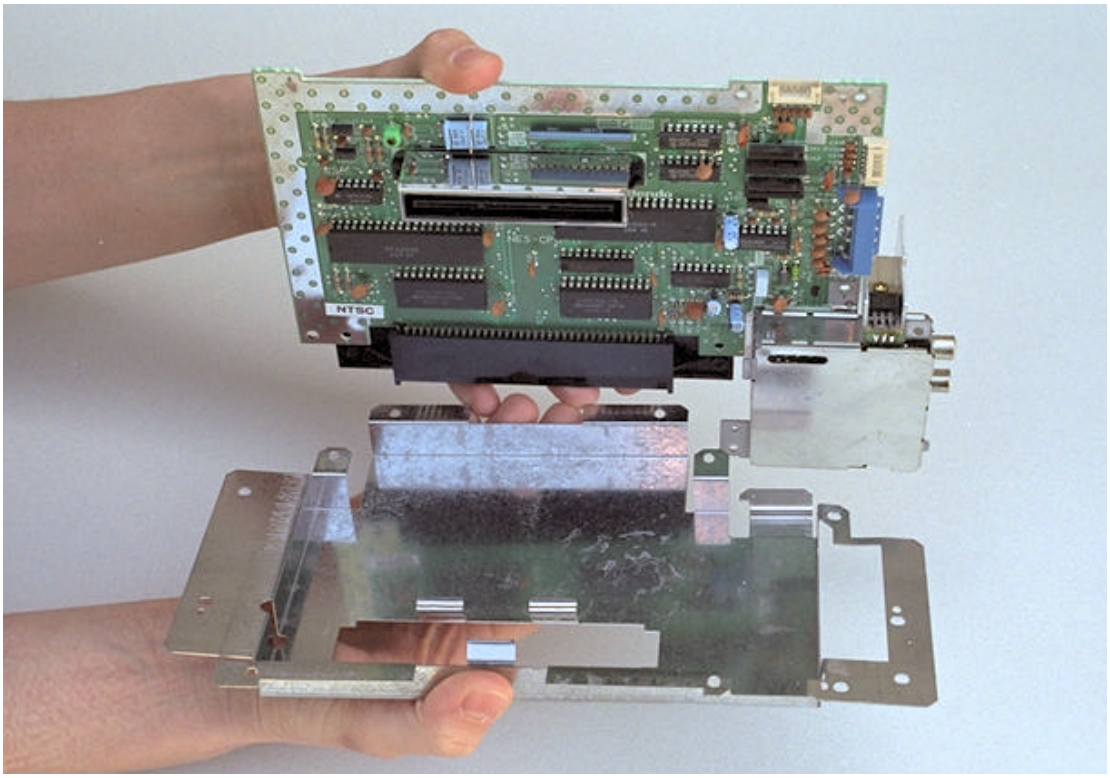


The power/reset assembly (P/N 25) may require replacement. Please refer to service bulletin #90354 on the Authorized Repair Center CD-ROM.

Lift the PCB out of the Control Deck far enough to access the wire connectors. Disconnect the port I, port II, and power switch connectors from the PCB. **Again, use caution when handling the shields.**



Remove the PCB entirely from the lower housing and separate the PCB from the lower shield.

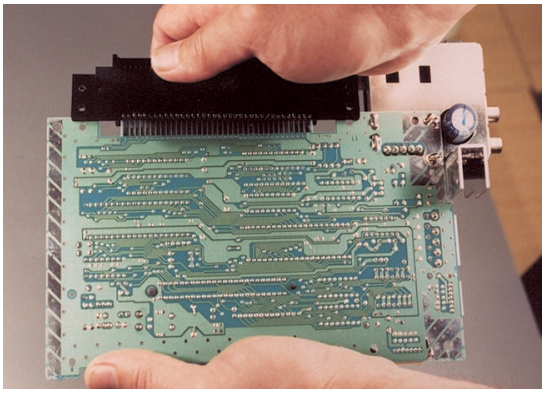


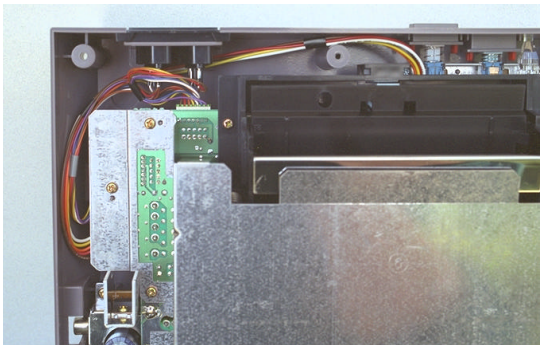
To recondition the Control Deck

1. Remove, clean the PCB lands, and replace the 72-pin connector.
2. Check for any Service Department Bulletins that may be applicable.
3. Reassemble the Control Deck in reverse order.

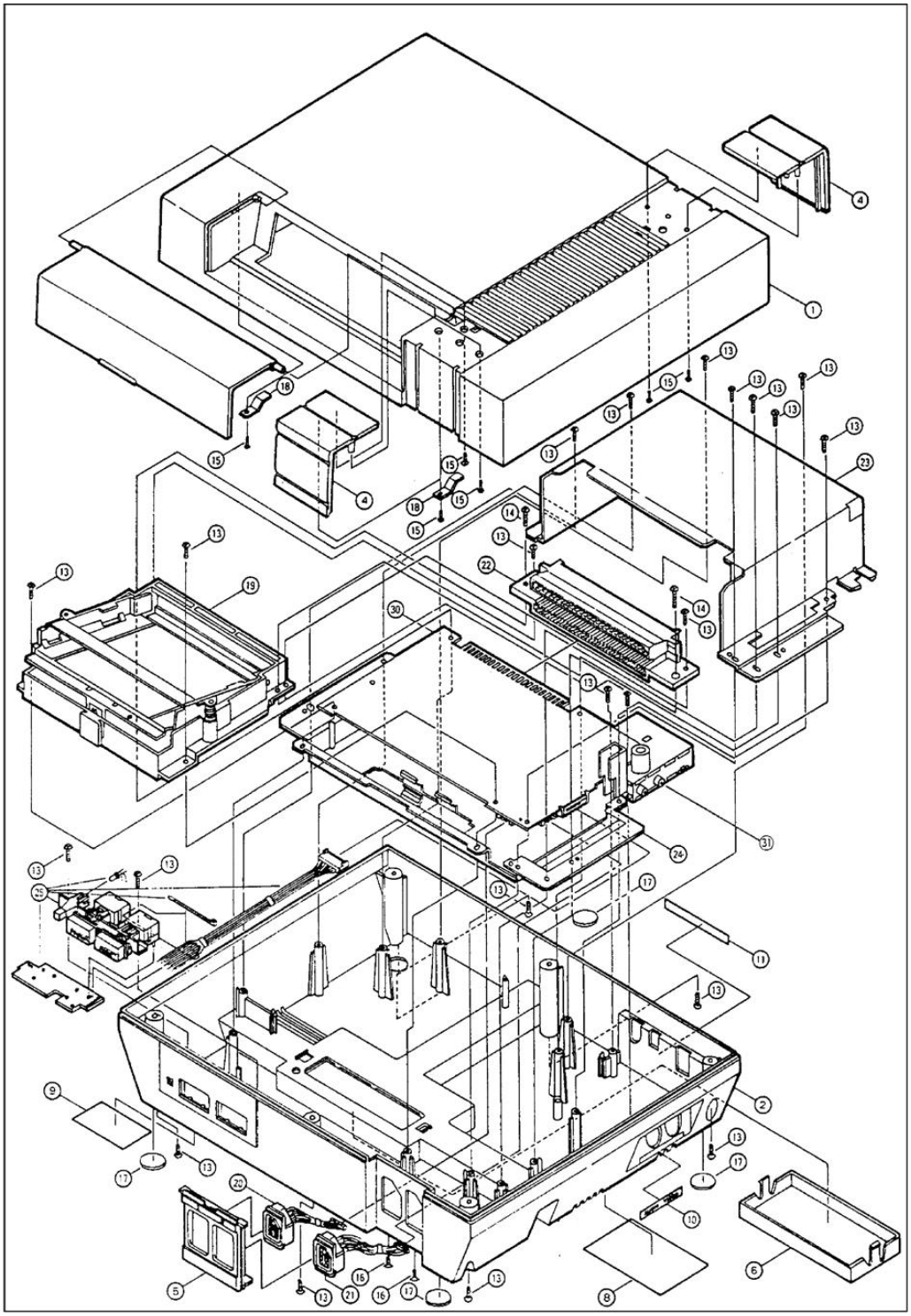
NOTE: During reassembly, be sure the front tip of the game pak mech is under the PCB to ensure correct operation.

CAUTION: During reassembly not to damage wire harnesses.





NES CONTROL DECK (EXPLODED VIEW)



CONTROL DECK PARTS (ORIGINAL)

MODEL #: 201

PART#	DESCRIPTION	QTY. PER UNIT
22	CONNECTOR, 72P GAME PAK	1

NOTE: For pricing/minimum order quantities - refer to the Price List section.

GAME PAK CLEANING

Game pak cleaning is a very crucial step in the repair process. If all the game paks are not cleaned properly, damage may occur to the new 72 pin connector. Be sure to clean, test, and inspect all customer game paks whenever NES service is performed. If the game paks are not received with the repair, they should be requested.

Equipment required:

- Towel
- Cleaning solution[1]
- Special flat bit
- LH bit
- Driver

Cleaning Procedures:

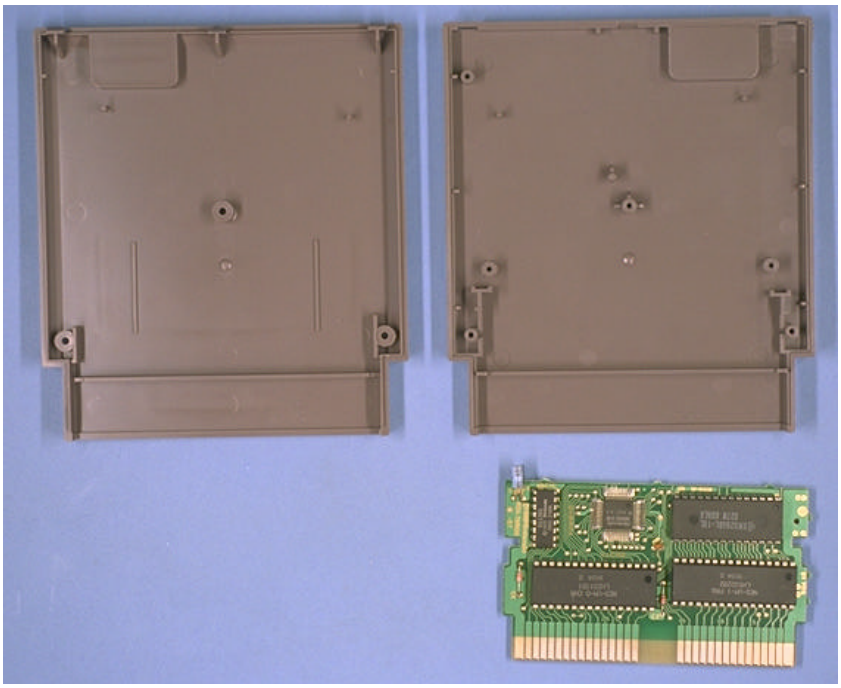
Remove the security screws from the back of the game pak. The security screw will be one of two types: special flat or LH. Be certain the correct bit is used to avoid any damage to the screw head.

CAUTION
REV-A
•DO NOT STORE IN EXTREME TEMPERATURES.
•DO NOT IMMERSE IN WATER.
•DO NOT CLEAN WITH BENZENE, THINNER, ALCOHOL OR OTHER SUCH SOLVENTS.
©™Nintendo' 1985

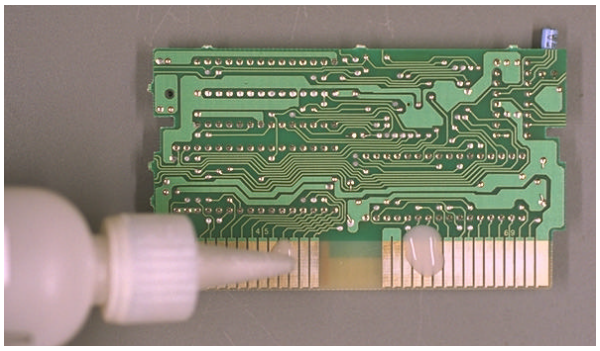
1. The cleaning solution recommended is water and pumice (20:1 mixture, twenty parts water to one part pumice). The following is one manufacturer of pumice, however, you may wish to source a local distributor:

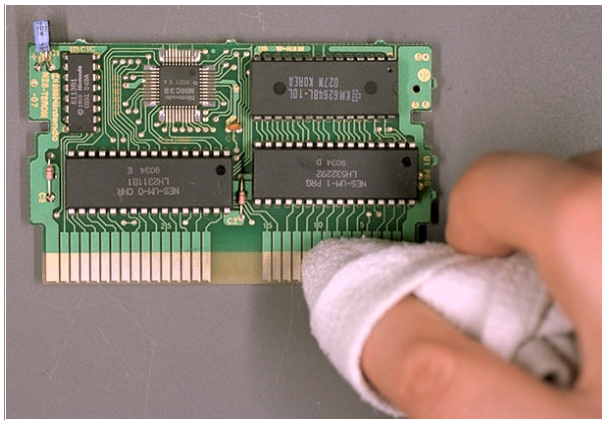
E*K INDUSTRIES
1403 HERKIMER ST.
JOLIET, IL 60432
(815) 723-4000 PART # 7732-5LB

Separate the housings and remove the PCB. Be sure to use proper static precautions. Wear a ground strap when handling the PCB to prevent electrostatic discharge.



To clean the edge connector, apply the cleaning solution to the gold contacts. Use a towel and scrub the contacts in a side-to-side motion until all dirt and other contaminates have been removed. (*CAUTION: Excessive scrubbing will remove the protective plating surface.*) Wipe the contacts with a dry area of the towel to ensure any remaining residue has been removed.





Clean the housings, especially the inside around the edge connector.

Reassemble the game pak and test.

Note: If the game pak still does not function, refer the customer to the manufacturer for further assistance.

NES CONTROL DECK (NEW DESIGN)

Overview

The NES Control Deck, along with the NES Controller, has been redesigned in a new hardware package: the NES Basic Set. This new package was created for the first-time video game player, at an entry level cost. The revised Control Deck features a "high-tech" look that utilizes a top loading, friction type connector. There have been other notable changes as well: The 48 pin expansion connector and Audio/Video outputs are no longer available. The Control Deck is completely compatible with all Nintendo approved NES peripherals, accessories, and software.

The improved design of the new NES Control Deck is demonstrated by the low number of units requiring service. Because the 72 pin connector is now a friction type connector, and is soldered into the PCB, it does not always require replacement, and makes the NES Control Deck (New Design) a non-repairable item.

CHAPTER 5: GAME BOY® SYSTEMS

OVERVIEW

The Game Boy unit is a hand held, compact video game system. It requires program information (stored within a game pak) and user input (from the built-in controller) in order for game play to take place. The main functions of the Game Boy hardware are to execute the instructions contained in a game pak, produce sound, and display graphics. Be aware, the Game Boy is a non-repairable item. For a small fee, it may be exchanged for Game Boy pocket. Game Boy pocket, Color, and Advanced repairs are limited to screen cover replacement.

FUNCTIONAL TEST

Before exchanging or repairing a unit, be sure to complete a functional test. A failed functional test will require the replacement of the Game Boy. This procedure will work with all Game Boy versions.

1. Insert any known good Game Boy game pak.
2. Insert the proper number of known good batteries in to the Game Boy, or use a known good AC Adapter.
3. Turn The Game Boy system on.
4. Verify that there is game play and sound.

SCREEN COVER REPLACEMENT

General Precautions

- Do not reuse screen covers.
- Use of alcohol (i.e., methanol, ethanol, IPA) on the Game Boy Advance is forbidden. Off-the-shelf glass cleaners, such as "Windex" or "Simple Green" may be used.
- **Do not use carbon batteries in the Game Boy Advance.** Carbon batteries have a higher internal resistance than alkaline batteries. The higher resistance causes sudden voltage drops that can create several problems.

Replacement Procedure

1. Pry on the left side neat the top-left corner of the screen cover, between the front housing and screen cover using a flat head tool.
   Note: Pry carefully to avoid damage to the front housing.
2. Remove all of the old screen cover adhesive from the front of the housing.
3. Remove dust and other foreign material using deionized air prior to screen cover application.
4. Install the screen cover with its protective cover still in place. Press down firmly on the entire adhesive area of the screen cover to ensure a proper seal. Remove the protective cover.

Game Boy pocket, and Game Boy Color units are complete unit exchange for like color only.

Model #	Unit Description
61203	Game Boy pocket (Black)
36121	Game Boy pocket (Clear)
36122	Game Boy pocket (Green)
36123	Game Boy pocket (Red)
36124	Game Boy pocket (Silver)
36125	Game Boy pocket (Yellow)
38015	Game Boy pocket (Blue)
39330	Game Boy Color (Grape)
39331	Game Boy Color (Atomic Purple)
40231	Game Boy Color (Kiwi)
40232	Game Boy Color (Teal)
40233	Game Boy Color (Dandelion)
40234	Game Boy Color (Berry Red)
41522	Game Boy Color (Pokémon)
44512	Game Boy Color (Gold & Silver)
45269	Kit, Power Swap Advance Arctic
45271	Kit, Power Swap Advance Fuchsia
45267	Kit, Power Swap Advance Glacier
45265	Kit, Power Swap Advance Indigo

Game Boy Pocket Parts

Part #	Description	Qty. Per Unit
35542	COVER, BATTERY SILVER	1
36062	COVER, BATTERY BLACK	1
36063	COVER, BATTERY CLEAR	1
36064	COVER, BATTERY GREEN	1
36065	COVER, BATTERY RED	1
36066	COVER, BATTERY YELLOW	1
38016	COVER, BATTERY BLUE	1
35822	COVER, SCREEN DGRAY MGB (with out light)	1
36387	COVER, SCREEN DGRAY MGB-L (with light)	1

Game Boy Color Parts

Part #	Description	Qty. Per Unit
40253	BATTERY COVER BARRY RED CGB	1
40236	BATTERY COVER DANDELION CGB	1
40237	BATTERY COVER KIWI CGB	1
40238	BATTERY COVER TEAL CGB	1
41558	BATTERY COVER POKEMON CGB	1
45219	BATTERY COVER GOLD & SILVER CGB	1
40598	COVER, SCREEN POKEMON CGB	1
38893	COVER, SCREEN CGB (ALL COLORS)	1

Game Boy Advance Parts

Part #	Description	Qty. Per Unit
45428	ARCTIC, BATTERY COVER	1
45431	FUCHSIA, BATTERY COVER	1
45429	GLACIER, BATTERY COVER	1
45430	INDIGO, BATTERY COVER	1
45432	COVER, SCREEN AGB	1

NOTE: For pricing/minimum order quantities- refer to the Price List section.

CHAPTER 6: SUPER NES®

Overview

The Super NES Control Deck is a 16-bit entertainment system that provides superior stereo sound, outstanding playability, and unsurpassed graphics that challenge the best of 32-bit systems. This superior technology allows the Super NES to deliver stunning computer rendered 3D images as demonstrated with software such as Donkey Kong Country and Killer Instinct.

Other features of the Super NES include a 28 pin expansion port to allow connection of external peripheral devices, S-Video and RGB outputs through the multi-out cable, and a RF output.

Please Note: This is a non-repairable item. Please refer the consumer to retail outlets for replacement.

CHAPTER 7: NINTENDO 64

NINTENDO 64 EXCHANGES

The Nintendo 64 is not serviced, and is complete unit exchange for like color only.

INTRODUCTION TO NINTENDO 64 PAKS

The Nintendo 64 System currently utilizes three Pak(s).
Controller Pak
Jumper Pak
Game Pak

Controller Pak

The Controller Pak is an optional small battery-backed RAM for use in the Controller Pak slot to which may be used to save game data. The battery is a CR2032. The current RAM size is 256 Kbytes (RAM sizes of 512 Kbytes and 1 Mbytes are possible in the future). The 256 Kbyte Controller Pak can store up to 16 files.

Jumper Pak

The Jumper Pak is used in the memory expansion slot. The Jumper Pak returns the RAM bus clock line to the RCP and provides termination for the RAM bus signals. An optional accessory may be purchased to be used in place of the Jumper Pak to expand the RDRAM. The sizes of these optional accessories provide 2 or 4 Mbyte expansion.

Game Pak

The Game Pak is for primary storage of the game program. The Game Pak contains a mask ROM with game data. Some games may contain a 4 Kbit EEPROM for saving game data.

There are two configurations of Game Pak(s): a single ROM configuration and a dual ROM configuration. The dual ROMs have a ROM ID as part of the game program. A 32-bit interface from a 16-bit bus is accomplished through a high-byte, low-byte format.

INSTRUCTIONS FOR N64 TEST CARTRIDGE

The following text is a guideline for the proper use of the N64 Test Cartridge, when evaluating the N64 Control Deck and Accessories. In order to become familiar with the graphics reflected during the test, i.e., shapes and colors, it is highly recommended that a few moments be taken to run the entire test, using a functioning N64 Control Deck. This will enable the Servicer to easily recognize acceptable shapes and colors during an actual test for a customer.

NOTICE: If the red light, on the front of the Test Cartridge, comes on at any point during testing, a failure is being indicated. With any failure, consult your Servicer Guidelines Manual for instruction

1.0Purpose

The purpose of the Nintendo64 test cartridge is to test and verify the correct operation of the Nintendo64 and its accessories. The items that can be tested include:

Control deck
Controller
Rumble pak

2.0Preparing The Test

Connect the Nintendo64, as described in the Nintendo64 Instruction Booklet. Insert the cartridge and turn on the power. The monitor screen will turn red, and then blue. This will take approximately 10 seconds to complete. Next to appear on the screen will be the Nintendo64 logo. Push the blue "A" button, on the N64 Controller, to see the N64 Test Program menu.

3.0Testing the Nintendo64 and Accessories

The N64 Test Program menu is the Main Menu. Reflected here will be "Auto Tests", "Individual Tests", and "Burn In." **(Menus and options are selected by use of the vertical function of the + Control Pad, and the blue "A" button.)**

3.1Auto Tests

This is a complete test of the N64 Control Deck. Here all functions of the Control Deck will automatically be tested. Simply select the option "Auto Tests", and press the blue "A" on the N64 Controller. To test any one of these functions separately, select "Individual Test" (see 3.2 below)

3.2Individual Tests

A.**Controller Test**

Using the +Control Pad, select "Controller Test" from the "Individual Tests" options. Follow the small, red arrows by pushing the buttons, and manipulating the joystick as indicated. The digit to the right of the screen indicates the number of seconds allowed to push the indicated button. If time runs out, the test will fail.

B. **Rumble Pak Test**

Select "Rumble Pak Test" from the "Individual Tests" options. Select "Rumble On" from the menu options. At this point, the Controller should vibrate. Next, select "Rumble Off" option. The Controller should now stop vibrating.

C. **RSP Test**

Select "RSP" from the "Individual Tests" options. This is an automatic check of the CPU. The results of this test will be reflected by either "pass" or "fail".

D. **RDP Test**

Select "RDP" from the "Individual Tests" options. This is another automatic check of the CPU. The results of the test, too, will be reflected by either "pass" or "fail".

E. **Audio Test**

Select "Audio Tests" from the "Individual Tests" options. The "Audio Tests" menu will then appear of the test monitor. Select the channel or channels to be tested.

a. **Left Channel**
   A voice will indicate that you have selected the left channel
b. **Right Channel**
   A voice will indicate that you have selected the right channel.
c. **Music Playback**
   This is a test of the three different sound output modes. Music will be heard through the left and then right speaker, and finally in stereo.

F. **Video Tests**

From the "Individual Tests" menu, select options "Video Tests", "Red Screen", "Green Screen", Blue Screen", "Color Bars", "Video Patterns", or "Interlace On".

a. **Red Screen**
Select this option, and press the blue "A" button. The test monitor screen will appear red. Press the blue "A" button to return to the "Video Tests" menu, and select your next option.

b. **Green Screen**
Select this option, and press the blue "A" button. The test monitor screen will appear green. Press the blue "A" button to return to the "Video Tests menu, and select your next option.

c. **Blue Screen**
Select this option, and press the blue "A" button. The test monitor will appear blue. Press the blue "A" button to return to the "Video Tests" menu, and select your nest option.

d. **Color Bars**
Select this option, and press the blue "A' button. The test monitor screen will reflect "color bars'. Press "A" button again to return to the "Video Tests" menu.

e. **Video Patterns**
Select this option, and press the blue "A" button.

I. **Video Test 1**
Confirm that the three colors, red, blue, and green, of the three twirling objects are normal, and their edges are jagged. Press the blue "A" button. At this point, the jagged edges of the objects should become smooth in appearance. Press the blue "A" button again to proceed to the next test.

II. **Video Test 2**
Confirm that scaling up and down of the gyrating triangle pattern is done smoothly. When the background turns white, press the blue "A" button to proceed to the next test.

III. **Video Test 3**
Confirm that the test pattern is a yellow-black slit pattern. Press the blue "A" button. At this point, the test pattern is vertically separated into four sections. Again, press the blue "A" button to proceed to the next test.

IV. **Video Test 4**
Press the blue "A" button, and a colored test pattern (red, green, gray, and blue), dividing the monitor screen into four equal quarters, should appear. Press the blue "A" button again, and the test pattern will become blurry in appearance.

V. **Video Test 5**
Confirm that the gradient test pattern is such that the brightness of the outline of the test pattern is most intense at its center, and progressively darker toward the edges of the test pattern. Press the blue "A" button. The gradient test pattern should become darker in its overall appearance. Press the blue "A" button to proceed to the

next test.

G.**Interlace On**

Press the blue "A" button, and the test monitor screen should become blurry, as the term "Interlace On" changes to "Interlace Off". Press the blue "A" button once more, and the test monitor screen will become sharper in appearance, and the term "Interlace On" will return to the screen.

3.3Burn In

Here the "Auto Tests" are simply performed repeatedly in a "loop fashion"

CHAPTER 8: NINTENDO GAMECUBE

OVERVIEW

The Nintendo GameCube unit is a console video game system. It requires program information (stored on a game disc) and user input (from a built controller) in order for game play to take place. The main functions of the Nintendo GameCube hardware are to execute the instructions on a game disc, produce sound, and display graphics.

NOTE: Nintendo GameCube units are complete unit exchange for like color only.

FUNCTIONAL TEST

Before setting up a DTC exchange, be sure to a functional test. A failed functional test will require the replacement of the Nintendo GameCube.

These procedures are to be used when the Consumer's Nintendo GameCube has been hooked up to a known good TV using known good AV Cables.

Using Consumer's Software (Preferred)

1. Press the OPEN Button to access the Nintendo GameCube tray.
2. Insert the Consumer's Disc and close cover.
3. Press the POWER Button on the Nintendo GameCube unit.
4. Play the game for at least two minutes (including all opening credits and intro screens). While playing each game check for:
   a. Blank screen.
   b. Problems with the audio.
   c. Problems with the graphics.
   d. Game freezing.
   e. Character or object can be moved around and it responds to button input.
   f. Any error messages displayed on the monitor screen.
   g. Any noises made by the disc drive.
5. If there is no problem found initially, let the game run for five minutes to bring the unit up to full operating temperature, and repeat step 4.

Using Demo Disc (Use only if consumer did not bring in their software)

1. Press the OPEN Button to access the Nintendo GameCube tray.
2. Insert Demo Disc and close cover.
3. Press the POWER Button on the Nintendo GameCube unit.

4. Select a game to play by moving the joystick or control pad left or right.
5. Press the "A" Button to play the selected game.
   Note: There are three games that can be played (Luigi's Mansion, Wave Race, & Rogue Leader).
6. Play the game for at least two minutes. While playing each game check for:
   a. Blank screen.
   b. Problems with the audio.
   c. Problems with the graphics.
   d. Game freezing.
   e. Character or object can be moved around and it responds to button input.
   f. Any error messages displayed on the monitor screen.
   g. Any noises made by the disc drive.
7. Play each of the three games to check for proper operation of the Nintendo GameCube. Press the RESET Button, and then follow steps 4 and 5 to play the next game.
8. If there is no problem found initially, let the game run for five minutes to bring the unit up to full operating temperature, and repeat steps 4 through 7.